

New Tools and Approaches for Monitoring and Analyzing Internal and External Clinical Laboratory Performance

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Occurrence Management Process in the ProVLab

Context

The Process of Occurrence Management scheme is an important quality assurance tool for the validation of analytical measurements and is fundamental as part of an overall quality strategy in specialized laboratories for public health diagnostic testing.

Objective

Develop new approaches and real-time tools for monitoring and analyzing the Occurrence Management process in order to assess the laboratory performance at various organizational levels.

Methods

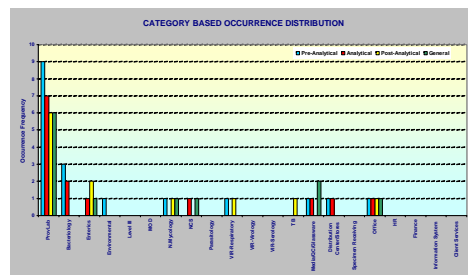
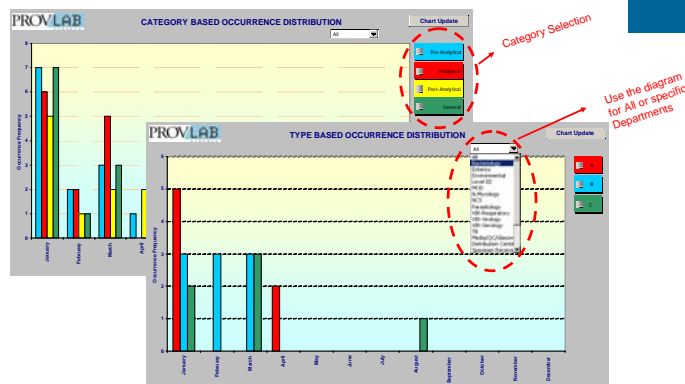
The process of Occurrence Management is reviewed along with its importance in planning, evaluation and improvement of laboratory performance.

In addition to the process description, the interaction and coordination among programs is discussed.

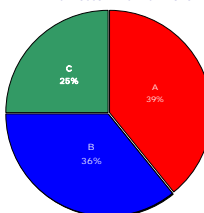
Based on occurrence management data, a new approach to processing, analyzing, monitoring and reporting the laboratory data using an in-house developed software is presented along with the advantages for quality management and overall efficiency in maintaining and tracking this quality indicator with less cost and turnaround time.

Results

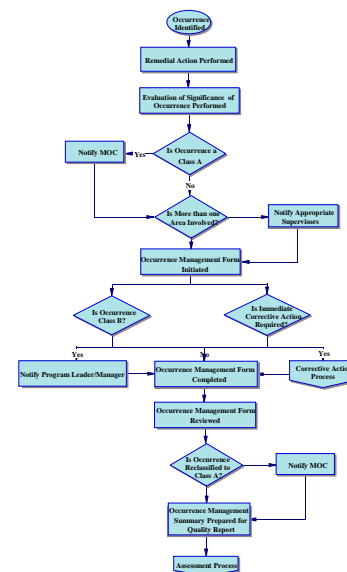
The software links the process among all areas, automatically updates the current status of laboratory data with deadline reminders, and facilitates a quicker response to deficiencies with electronic notification for peer review. The software features additional statistical and graphical tools for data analysis and generation of custom-made reports.



TYPE BASED OCCURRENCE DISTRIBUTION



Process



Conclusions

Rapid processing of Occurrence Management through automated reporting and updating facilitates quicker responses to occurrences, and is useful for real-time tracking of overall laboratory performance

Occurrence Management Maintenance Program

OMF SOP's / Help Data Analysis Calendar

Information	Program	Status	Section 1 Category:										Section 2 (STAFF) Description of Occurrence and Remedial Action:										Section 3 (Supervisor) Corrective Action:										Follow-up Form	Occurrence Status
Confirms	OMF#	Repo	Program Responsible	Supervisor	Program Leader / Manager Responsible	Date/Time	Specimen #	Pre-Analytical	Analytical	Post-Analytical	General	Description	Test results affected?	Customer Notification	P. Leader/ Manager Notification	Related Programs	Should work be halted? If "YES" Insert date	Work Resumed Date:	Authorized By:	Type of Occurrence A / B / C	Is non-conformance likely to recur?	Cause(s) / Action Implemented	P. Leader/ Manager Review	Remedial Action Status	Corrective Action Status	Follow up Completed Send for Final Review								
Cal	20	John Smith	MOD	Gloria Smith 5	Ed Johns 5	2005 17 08 21:20						Information Services Report Distribution/ Other	Done	No							C							Notified only						
Cal	19	John Smith	HR	Gloria Smith 15	Kia Johnson	2005 04 04 20:44						Media/ QC								A							In process							
Edm	18	John Smith	HR	Gloria Smith 15	Kia Johnson	2005 30 03 20:44						Media/ QC								C							In process							
Cal	17	John Smith	Specimen Receiving Office	Gloria Smith 10	Ed Johns 10	2005 29 03 19:58						Media/ QC								B	YES	Done		Completed	In Process	Later	Closed							